Student Complaint Form

Student Name		Student ID	
Course			
Tel		Email	

Definition:

A student complaint is an expression of dissatisfaction whether justified or not. Complaints may be made by an individual student or group of students. The complaints procedure may not be used to challenge an academic judgment. This Procedure covers complaints about:

1. The way in which a programme is taught or assessed
2. The learning support available
3. Misleading information in prospectuses or in advertising or promotional material
4. Any deficiencies in KCOL's service or performance. This includes library facility, student support services, student accommodation, provision for students with disabilities and any matters relating to the operation of the equal opportunities policies.

This Procedures does not cover:

- Academic Appeals
- Disciplinary Procedures for Students

Describe your complaint and provide any supporting documentation (copies of letters/e-mails) in the form of numbered appendices. Please use a separate sheet if needed.

Date:		Signature:	

Note: The Complaint Procedure includes provision for access to the Office of the Independent Adjudicator. See the web page of the OIA for further information www.oiahe.org.uk

Please hand over the documents in a closed envelope at the reception or send completed form to: The Head of College, Health Aid House, Marlborough House, Harrow, Middlesex, HA1 1UD